Assist

Assist User Manual

About Assist

Assist was designed specifically for K-12 school districts to provide a more efficient, complete web-based process for requesting, tracking and fulfilling service inquiries — from simply replacing a light bulb to trouble-shooting an overhead projector.

Accessing Assist

To access Schoolwires Assist please open your web browser and go to the following web address – http://swapps.etps.schoolwires.net . Once There enter your username and password to Sign In.

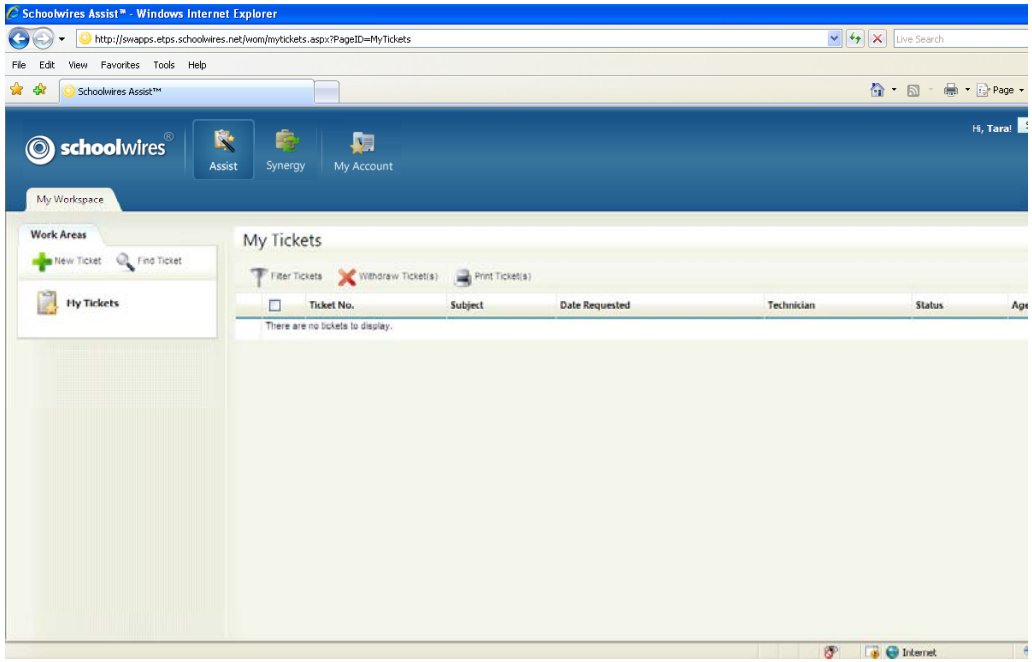
Login

If you have any problems signing in please contact ewtechsup@ewingboe.org. Once you successfully Sign In please click on the Assist tab.

Assist

Take a minute to look around to get familiar with the buttons and shortcuts.

**Shortcuts may vary depending on account permissions.*



Assist Items

Items on left Tool Bar

New ticket – Select this button to start a new service request.

Find ticket – Use the find button to locate tickets you have created.

My Tickets – This will list all the tickets you have requested.

Items on top Tool Bar

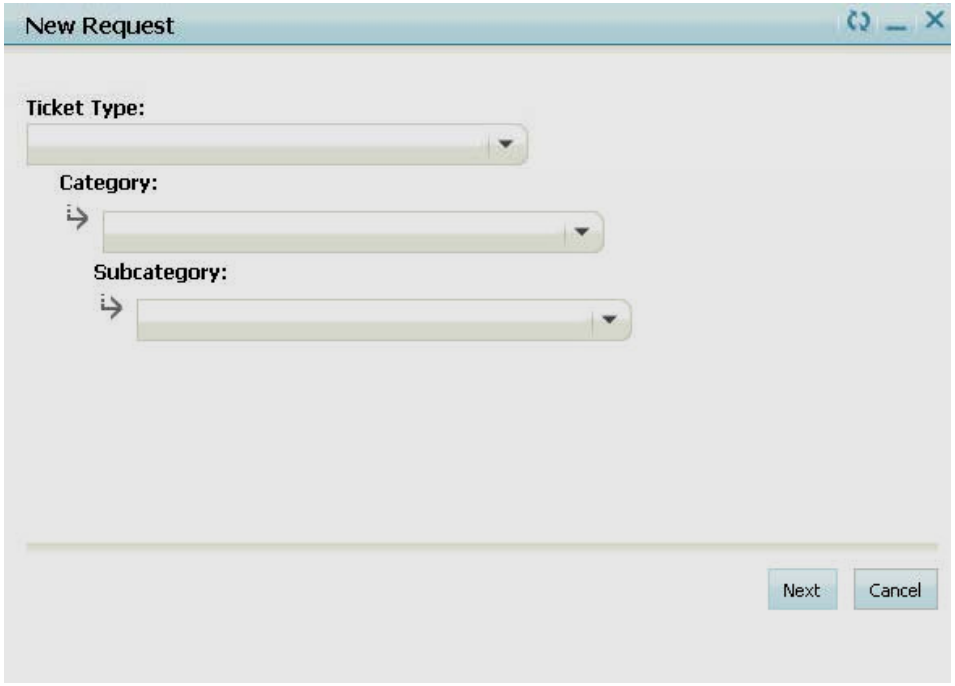
Filter Tickets – Use this button to filter your list of tickets.

Withdraw tickets – Select the ticket you would like to withdraw and select this button to withdraw your ticket.

Print Tickets – This button will print any ticket you have selected.

Creating a new Ticket

Click on the New Ticket button at the top of the navigation pane. A New Request window like the one shown below will display.
**All the fields in this window are required.*



Creating a New Ticket

Choose a ticket type from the Ticket Type combo box. This will populate the Category combo box.

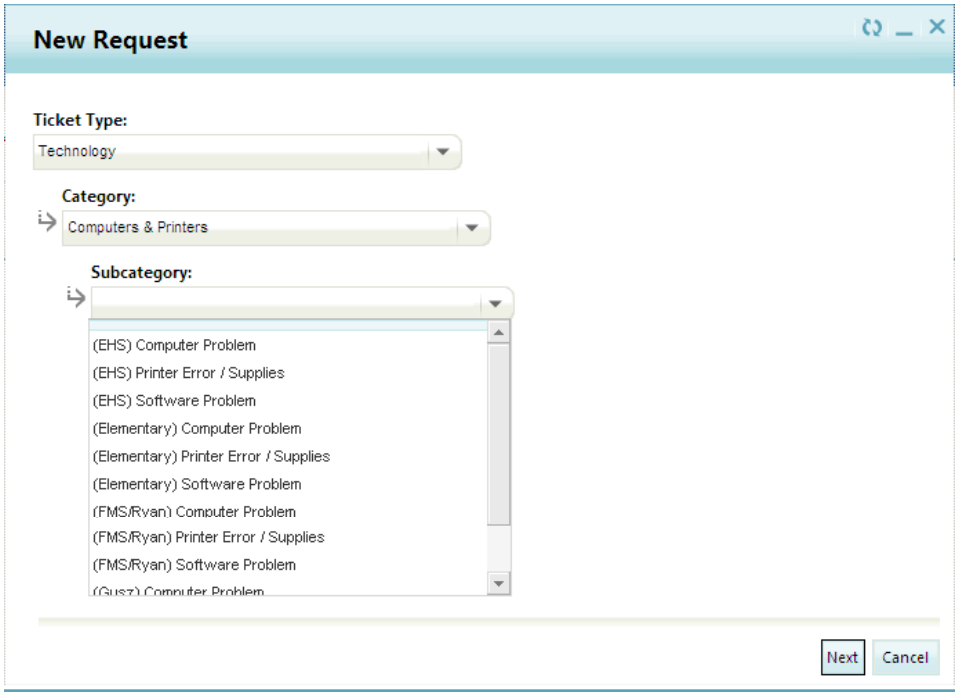
Choose a category from the Category combo box. This will populate the Subcategory combo box.

Choose a subcategory from the Subcategory combo box.

Select Next

Creating a New Ticket

*When creating a new ticket please make sure you select the right ticket for your location. Some tickets will get assigned directly to a technician and other tickets will be assigned to a department. Tickets with a label of "(EHS) computer problem" will be assigned directly to the technician at the High School.

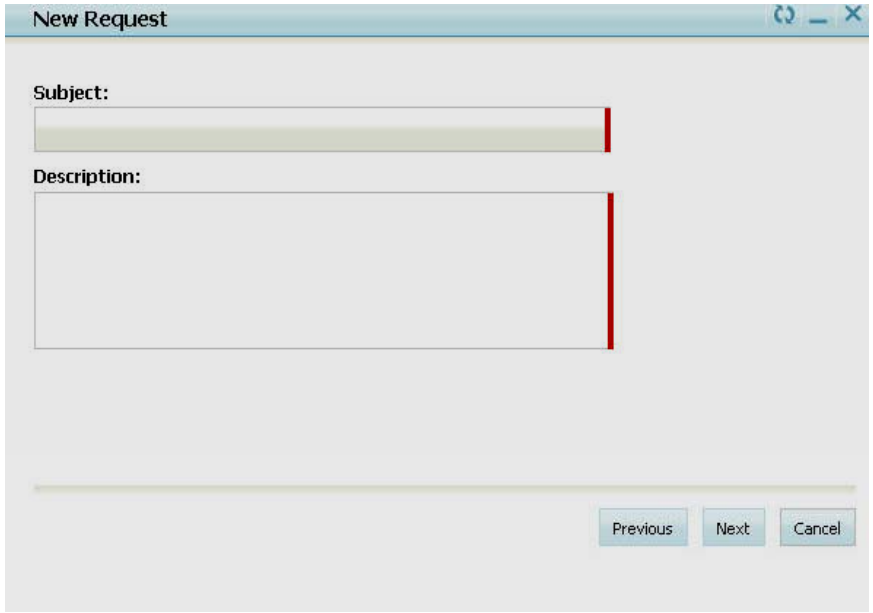


Creating a New Ticket

Enter a subject for the request. Be as clear and concise as possible.

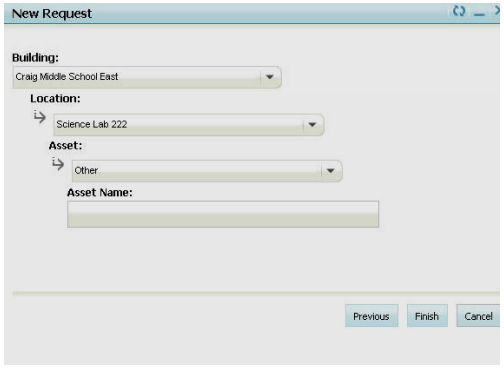
Enter a description for the request. Provide more information about your request here.

Click on the Next button.



Creating a New Ticket

The building and location that display by default are the ones associated with you in your user account.



If you wish to submit a ticket for a building other than the one in your account, choose one from the Building combo box (required). This populates the Location combo box.

If you wish to submit a ticket for a location other than the one in your account, choose one from the Location combo box (required).

Please leave asset blank.

Click on the *Finish button*.

Creating a New Ticket

You have successfully created a ticket. You will receive an email immediately concerning the ticket you just entered. Support staff will receive emails also. Depending on the subcategory you chose and how it is assigned, the email will tell you one of the following three things.

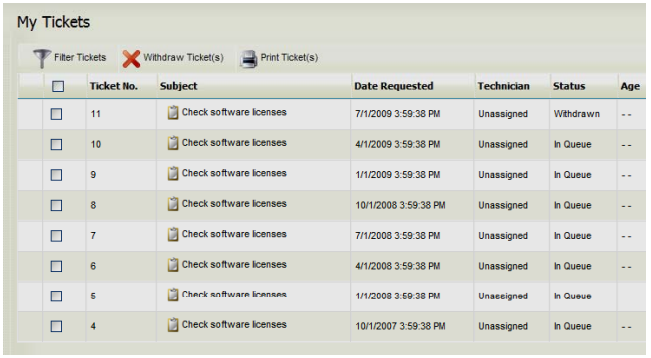
- The ticket you entered has been assigned to a queue.

- The ticket you entered has been assigned to a technician.

- The ticket you entered requires approval.

My Tickets

After successfully creating a ticket you will see the ticket(s) listed similar to the image below.

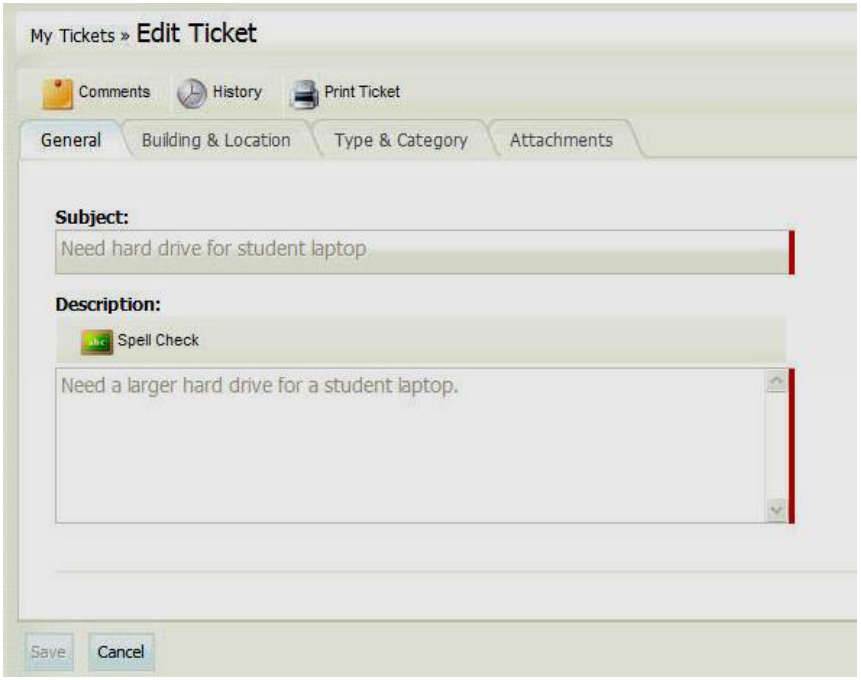

My Tickets
Filter Tickets
Withdraw Ticket(s)
Print Ticket(s)
Ticket No. Subject Date Requested Technician Status Age
11 Check software licenses 7/1/2009 3:59:38 PM Unassigned Withdrawn
10 Check software licenses 4/1/2009 3:59:38 PM Unassigned In Queue
9 Check software licenses 1/1/2009 3:59:38 PM Unassigned In Queue
8 Check software licenses 10/1/2008 3:59:38 PM Unassigned In Queue
7 Check software licenses 7/1/2008 3:59:38 PM Unassigned In Queue
6 Check software licenses 4/1/2008 3:59:38 PM Unassigned In Queue
4 Check software licenses 10/1/2007 3:59:38 PM Unassigned In Queue

To access the click menu for a ticket, click on the subject of the ticket. A ticket click menu like the one shown will display.

Select Edit

Edit Tickets

There are several options in the edit ticket window.



*Anything updated in the ticket will be automatically emailed to support staff. If the support staff updated anything on the ticket it will also be automatically emailed to you.

Edit Ticket window

Comment – Use this to add comments to the ticket. Support staff will also add comments to tickets to update you with information.

History – View the history of the ticket.

Print ticket – Use this to print the ticket information.

General – View and edit Subject and Description.

Building & location – View and edit building and location information.

Type & Category – Change the ticket type and category.

Attachments – Add attachments to the ticket.

Withdrawing a ticket

If you have resolved the problem or entered it in error, you can withdraw the ticket for that work. To do this:

Locate the ticket or tickets you wish to withdraw.

Click in the checkbox to the left of the ticket or tickets you wish to withdraw.

Click on the Withdraw Ticket(s) button. A Withdraw Ticket(s) window will display.

Enter the reason you are withdrawing the ticket. You must enter at least 25 characters.

Click the OK button. My Tickets will return as the active window. The status of the ticket or tickets you withdrew will be Withdrawn.

Close ticket(s)

Once the support staff member has completely fixed your problem they will close the ticket(s). When the ticket is closed the reason for the problem and the solution to the problem will be in the closed ticket information. An email will be sent to you and the support staff member confirming the closed ticket.

Synergy

Please see the full user manual for Assist for more advanced directions. If you have any problems or concerns with Synergy please contact ewtechsup@ewingboe.org .